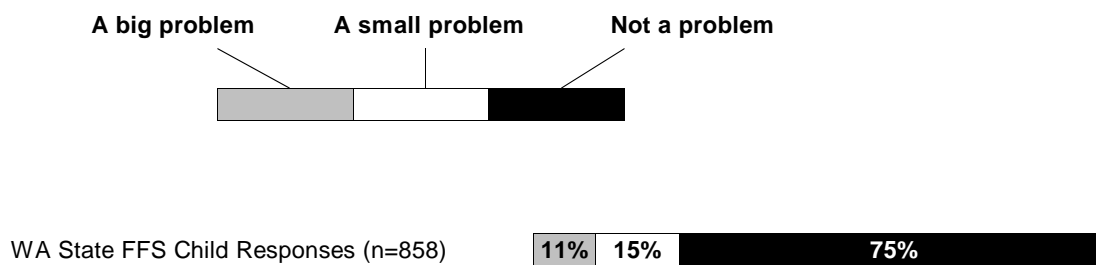


Getting Needed Care

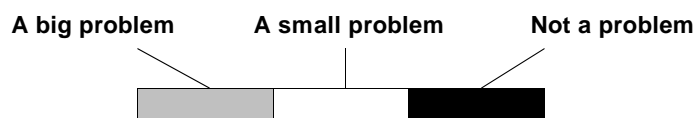
This chart summarizes the responses to survey questions 3, 8, 22, and 23 contained in the composite, "Getting Needed Care." Individual question-level responses immediately follow.



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

Getting Needed Care

Q3. "How much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"



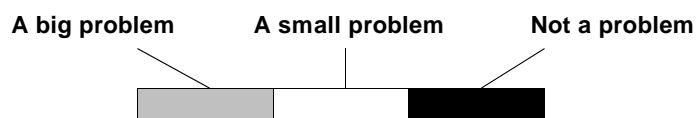
WA State FFS Child Responses (n=335)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

Getting Needed Care

Q8. "In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see?"



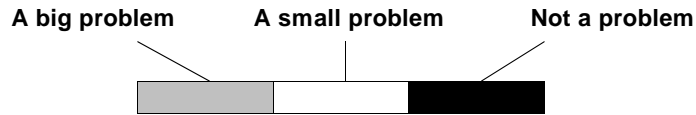
WA State FFS Child Responses (n=451)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

Getting Needed Care

Q22. "In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?"



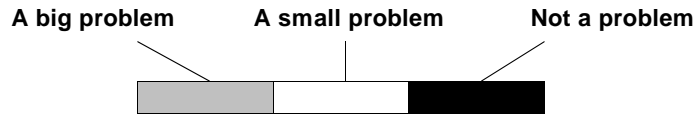
WA State FFS Child Responses (n=798)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

Getting Needed Care

Q23. "In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval by Medical Assistance?"



WA State FFS Child Responses (n=728)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.